

## 6.7 Mainframe & Server Services (Schedule 3.3 – Appendix 7)

**Instructions to Vendors:** Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 7, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 7, Section 3 Mainframe and Server Service Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 7, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 7 Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 7 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

### 6.7.1 Mainframe & Server Services Solution Overview

**Instructions to Vendors:** Provide an overview of the Mainframe & Server Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 7. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

#### *The Commonwealth Partners' Vision for the Commonwealth*

Our vision for the Commonwealth Server Services is to provide an updated, centralized data center that delivers savings, security, and streamlined service management processes and procedures. We will implement an integrated toolset that leverages advanced IT functionality and provides a standardized, consolidated, centralized server environment that reduces redundancy and management complexities. Our solution is based in large part on IBM's integrated Tivoli software toolset for service management which we will use to deliver increased ability for you to focus on your core business processes and to provide consistent, reliable, on-line services to the agencies and citizens of the Commonwealth.

IBM will be responsible from the Service Commencement date for the performance of the mainframe and server infrastructures. **RedactedRedacted** During the transition phase, we will evaluate current service management software and tools and implement appropriate tools where needed to improve the infrastructure availability, reliability, scalability, performance and capacity management.

The IBM Universal Management Infrastructure (UMI) tool set is an integration of IBM products (hardware and software), architecture and best practices, consolidated into a range of solutions for building and managing customer-specific IT environments. UMI provides IBM-proven tools and methodologies that enable automation of IT management processes, like resource provisioning, and standardizes them across the enterprise to lower labor costs and improve service quality. Based on open standards, UMI works across diverse platforms and integrates cleanly with legacy tools and business processes. It facilitates the management of virtual resources, enabling monitoring and reporting.

Mainframe services and centralized server services will be provided at the Richmond Plaza Building until construction completion of the new data center in metropolitan Richmond. We will install the refreshed hardware at the new data center and begin data transfers and cut-over testing. When testing is complete, we will migrate mainframe workload from the Richmond Plaza Building to a new data center. This workload migration, minimizes overlap in hardware and facilities costs.

The migration to the new data center will be managed as a workload transition. IBM has worked to develop a solution that increases efficiency, minimizes costs, and effectively manages risk. The migration effort will be handled as a project that includes planning, testing, customer acceptance, and implementation using the agreed upon change management procedures which includes customer acceptance, validation, and approval procedures.

#### **Solution Description**

**Redacted**

## Server Solution Approach

Consolidate the majority of servers into a centralized data center, reducing the complexity, number and cost of server management; physically transforming the environment from 3309 physical servers/images to 925/physical servers/ 2310 images.

- Virtualize the physical environment resulting in increased hardware utilization and improved return on investment
- Implement a utility based infrastructure supporting for file sharing and SAN and NAS based storage management based on IBM ESS storage technology
- Implement UMI to enable auto-provisioning and standardize service management tools
- Standardize all support processes and procedures across all servers

## Mainframe Solution Approach

- Provide support for the two current mainframe servers installed at the Richmond Plaza Building data center (IBM MVS 2084-1C6 and Unisys CS7802)
- Refresh the current mainframe servers upon workload migration to the new data center

## Benefits

During the first three years of the proposed program, Commonwealth Partners will transform the Commonwealth's mainframe and server infrastructure into a powerful, centralized computing environment with clear and immediate benefits to VITA, the Commonwealth agencies, and system end-users.

Transformation Activity	Commonwealth Customer Benefit
Transition Commonwealth mainframe/server environment to Commonwealth Partners' support	<ul style="list-style-type: none"> <li>• Maximize utilization of standardized processes and procedures across entire environment</li> <li>• Sharing of core services among multiple users</li> <li>• Lower Total Cost of Ownership derived from IBM's vendor relationships</li> <li>• Low-risk, cost-efficient migration with world's leading IT company</li> </ul>
Server refresh, centralization, and consolidation	<ul style="list-style-type: none"> <li>• Standardize and centralize environment with lower management complexities and reduce overall costs</li> <li>• Physical consolidations for uniform capabilities and industry "best practices"</li> </ul>
UMI Utility deployment	<ul style="list-style-type: none"> <li>• Enable Commonwealth to move to automated provisioning</li> <li>• Flexibility to adjust and reapportion IT resources as demand and requirements fluctuate</li> <li>• Greater control of environment and resources</li> </ul>
Majority of servers and mainframes are centralized into single data center and servers are UMI-enabled	<ul style="list-style-type: none"> <li>• More streamlined management and deployment of resources</li> <li>• A single enterprise email system</li> </ul>
IBM mainframe z990 technology upgrade	<ul style="list-style-type: none"> <li>• Allows VITA to exploit current and future technology features and functions throughout contract term</li> <li>• Allow the support team to exploit self-healing features of</li> </ul>

Transformation Activity	Commonwealth Customer Benefit
	IBM equipment and redundancy features on current data storage devices <ul style="list-style-type: none"><li>Standardizes storage on single platforms for ease of use and support</li></ul>
Unisys Hardware and Software	<ul style="list-style-type: none"><li>Commonwealth retains procurement and financial responsibility to leverage existing relationship resulting in cost efficiencies</li></ul>

## 6.7.2 Mainframe & Server Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix 7, Section 2.



Check - Vendor agrees with Schedule 3.3 – Appendix 7, Section 2, except for the elements listed in the table below.

**Table 40. Mainframe & Server Service Environment Issues**

**Redacted**

## 6.7.3 Mainframe & Server Service Requirements Acceptance and Exceptions



Check - Vendor agrees with Schedule 3.3 – Appendix 7, Section 3, except for the elements listed in the table below.

**Table 41. Mainframe & Server Service Requirements Issues**

**Redacted**

## 6.7.4 Mainframe & Server Service Management Acceptance and Exceptions



Check - Vendor agrees with Schedule 3.3 – Appendix 7, Section 4, except for the elements listed in the table below.

**Table 42. Mainframe & Server Service Management Issues**

**Redacted**

## 6.7.5 Mainframe & Server Service Management Tools

Describe the automated tools used in the delivery of this service in the table below.

**Table 43. Mainframe & Server Service Management Tools**

**Redacted**

## 6.7.6 Vendor Additional Comments relative to service provisioning for Schedule 3.3 – Appendix 7

Please refer to section 11.3.8 for expanded information on the Mainframe and Server solution.